

# PSA JACKSONVILLE PASS UPDATE

*"Priority ONE: Taking care of our people."*

## GREETINGS FROM THE COMMANDING OFFICER CDR Bill Pappas, USN



Summer is upon us! While that may mean a lot of things to a lot of people, in our world of PASS it means large increases in PCS transfers, leave or TAD processing, and a lot more ID cards to issue – particularly to family members.

In this edition of our PASS update, we address some of the ongoing pay, personnel and passenger transportation initiatives that affect our Sailors and their families as well as provide you some teamwork tips to help us head off potential problems before they start. As you will read, DFAS' Employee/Member Self Service (E/MSS) is up and running. Obtaining your LES' online is only a click or two away. Perhaps with school out and vacation just on the horizon, it might be a good time to plan to verify your Page 2 (Record of emergency data) and SGLI designation? Are all your family members enrolled in DEERS? A quick check with your local PSD/CSD customer service section may be all it takes to have that piece of mind. As always, I hope your command PASS Liaison Representative (PLR) is taking part in the periodic training and informational meetings scheduled by your PSD/CSD. A well-trained and proactive PLR saves your command precious time and increases productivity as they can do a multitude of actions on behalf of many of your Sailors at once. With hundreds of Sailors about to commence their summer leave plans, I ask for your help in ensuring leave processing at the command level is done in a timely manner. Untimely charging of leave often has a negative financial impact on our Sailors or can even necessitate command investigations. Neither of these consequences is desirable – and is very preventable.

On the horizon, deployment of our new personnel input system (NSIPS) here in the Southeastern AOR begins this summer. As you may have heard, Common Access Cards (CAC) equipment will continue being installed in our PSDs/CSDs and many PASS & ID offices in the next few months as DOD transitions from the green teslin ID cards to the CAC. There is also guidance being promulgated that will soon change the way we all administer our Government Travel Charge Card (GTCC) programs. While there's a lot more to this than I can explain now, suffice it to say it appears that the number of travelers required to use GTCC's will change in many commands and will consequently change the way we do our business in the travel world. But more on this separately...

As I make my next swing of PSD/CSD site visits this summer, I hope to get to meet those of you who I have not had the pleasure of meeting. In the meantime, if I can answer any questions or concerns you may have, please call 904.542.2496 (DSN 942) or email me at [pappasw@psajax.navy.mil](mailto:pappasw@psajax.navy.mil).

---

## FROM THE EXECUTIVE OFFICER

LCDR Beth Hankins

[HankinsB@psajax.navy.mil](mailto:HankinsB@psajax.navy.mil)

The Employee/Member Self Service (E/MSS) in DFAS is up and running. *And it works great!* The E/MSS is an innovative, automated system that puts you in control of processing certain discretionary pay data items without using paper forms. **You can also get your LES using E/MSS.** Why should you use E/MSS? E/MSS saves time; E/MSS eliminates the need to write letters or fill out forms by letting you make your own changes

immediately with user-friendly technology; E/MSS is convenient - You can access E/MSS nearly 24 hours a day, 7 days a week to change or review your current information, or to check your most recent LES and E/MSS is reliable - E/MSS has the same procedural checks for accuracy as our paper forms. Check out E/MSS by clicking on <http://emss.dfas.mil/emss.htm>.



## FROM THE COMMAND MASTER CHIEF

CMDMC Pat Nicometo, USN

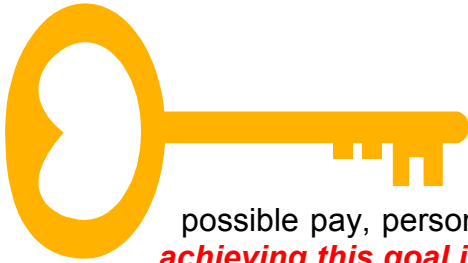
[NicometoP@psajax.navy.mil](mailto:NicometoP@psajax.navy.mil)

## IS YOUR PAGE 2 AND SGLI CURRENT?

As we begin the heavy transfer and travel season, the lessons learned from the USS Cole come to mind. No, I am not talking about terrorist activity but that of updating the service record page 2 and SGLI. In the business of taking care of Sailors, I can only remind you that an out of date page 2 can create havoc on a CACO (One of the first things a CACO needs is the most recent copy of the member's page 2 and SGLI form (SGLV 8286)). Remember the two are not the same. The page 2 **MUST** be updated anytime there is a change, addition or deletion of a dependent, or a change of address (even if it's local). **NAVADMIN 098/01** gives clear guidance on the new requirement for documenting primary and secondary next of kin on DD 93 record of emergency data or

NAVPERS 1070/602 Dependency Application Record of Emergency Data. Also, please remind our Sailors that just because someone is listed on their page 2, doesn't mean that person will automatically receive the SGLI benefits. We have seen on more than one occasion where a member remarries and changes his or her page 2 to reflect the name of their new spouse, but does not update their SGLI form. If that member were to die while on active duty the ex-spouse would receive the SGLI payment. A good thing to do at least yearly is to have your Sailors review their page 2 and SGLI form. Make this part of a pre-deployment checklist or put it on a schedule much like dental or change of daylight savings time. It's a good habit to get into.

# Command PLR - The key to Success!



Chris Imbach

[Imbachc@psajax.navy.mil](mailto:Imbachc@psajax.navy.mil)

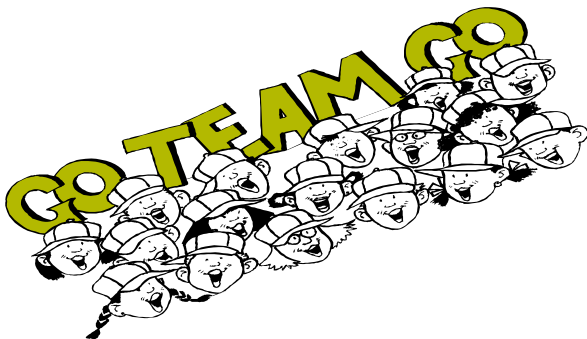
Our goal in PASS is to provide our customers with the best possible pay, personnel and passenger transportation support services. **The key to achieving this goal is the working relationship with our customer commands.** To assist us, the CNO established the PASS Liaison Representative (PLR) Program. A well organized, dynamic command PLR program coupled with a motivated, trained command PLR will alleviate the need for individual members to visit PSD/CSD, and save countless hours of lost time on the job.

All commands supported by PSDs, including those supported for pay only should ...

- Assign senior personnel (E6 or above) as PLRs when possible. Experience has shown that junior personnel are often overwhelmed by the scope and responsibility and the seniority of individuals they support/liaison with.
- Ensure your command PLR is properly trained and indoctrinated.
- Ensure your command PLR is available to attend PSD/PLR meetings and training sessions. This is vital in ensuring procedural/policy changes are understood and implemented.
- Aggressively advertise/promote your PASS role through the command.
- Establish standard procedures wherein each command member must liaison with your Command PLR prior to visiting/contacting PSD for any reason.
- Ensure command PLR has access to required ADP equipment (i.e., computer, internet access, communications equipment, etc...

The PLR, as the commands single point of contact with the PSD/CSD, will...

- Reduce the need for Sailors to take time to go to the PSD/CSD
- Reduce the waiting time for answers to routine questions.
- Be able to retrieve information from member's service records
- Assist in the processing of member's special requests and
- Do much more for the individual Sailor and command.



**It's a TEAM effort!!**

PSAs and its PSDs/CSDs are committed to working as a TEAM with its customer commands. Where we have a strong PLR program, many problems are solved before they can arise and at the lowest possible level.

---

# SPAYS Getting Easier



Medical,  
Dental,  
Nurse and  
Medical Service Corps Officers Special  
Pays information is going to get a lot easier  
– WITH SPAYS!!

## ***The new Navy Medicine's Special Pays System or SPAYS is now on-line!***

The 6,000 personnel authorized to receive Special Pays, which includes all Medical and Dental Corps officers, specialists within the Nurse Corps, and board certified Physicians Assistants within the Medical Service Corps, will see a new system designed to simplify the process to apply for Special Pays.

The old special pays process was a cumbersome 120-day schema of 30 output forms, 20 management reports, and 15 data entry forms. Under SPAYS, eligible medical department officers can apply for Special Pays and track progress of the application on a web-enabled application.

For Commanding Officer's of medical and dental treatment facilities (MTFs/DTFs), SPAYS will give the ability to process and approve requests on line for Incentive Special Pay (ISP) and Additional Special Pay (ASP).

**Kevin Terranella**  
[TerranellaK@psajax.navy.mil](mailto:TerranellaK@psajax.navy.mil)

A visit to the SPAYS homepage will answer three basic questions:

- What types of Special Pay's am I eligible for?
- What is the amount of Special Pays?
- How do I apply to receive Special pay?

The new on-line guide helps you navigate through the process of applying for special pays. It assists the BUMED Special Pay Coordinators, in providing your Special Pays as soon as possible. To begin the process, you will need to establish a user account at <http://bumed.med.navy.mil>. For more information call BUMED Special Pays Branch at DSN: 762-3393.

## **Here is the process:**

- The officer registers in the SPAYS system.
- The officer will get an automatic email notification showing amount of special pay, if qualified.
- Once the notification is sent, the officer accepts or rejects,
- If the officer accepts, the contract is electronically signed and routed to the officer's Commanding Officer for approval.
- With the COs approval, the contract is sent to BUMED for review.
- Upon BUMED approval, the information is sent directly to DFAS for payment.

SPAYS will serve to increase job satisfaction, and in turn retention. SPAYS will be available to 77 MTFs/DTFs throughout the world, and BUMED.

---

## UNTIMELY CHARGING OF LEAVE - WHAT DOES IT REALLY COST?

PN1 Brandon Bray  
[BrayB@psajax.navy.mil](mailto:BrayB@psajax.navy.mil)

Timely processing of leave is the responsibility of everyone involved – the member, their command and the servicing PSD. Teamwork is essential!

### Here is how the process should work:

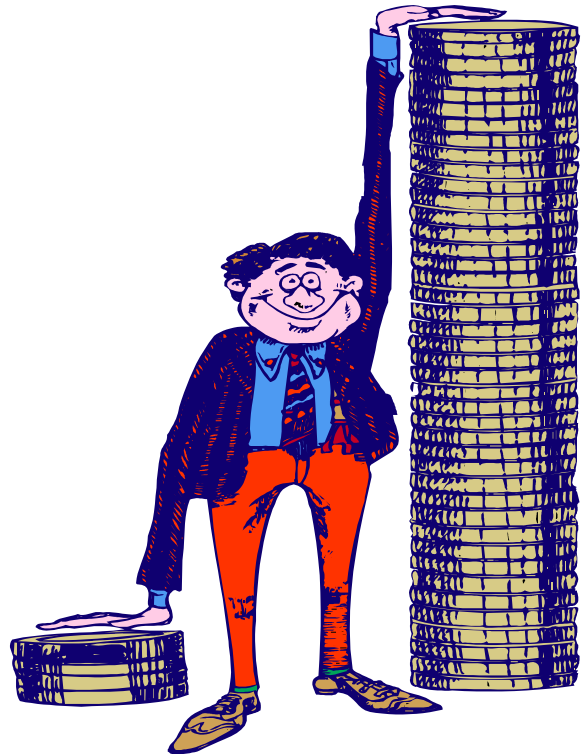
1. The member returns from leave
2. The member turns the white copy into his/her command within the first two days of returning.
3. Command must immediately turn the leave paper in to the PSD or, in the case of squadrons, accurately process the leave paper within one day.
4. Once turned in to the PSD, leave papers will be verified and accurately processed within one day.

If these simple steps are not followed, the cost could be high! Here a few examples:

**Leave charged after a new enlistment:** A member takes a period of leave prior to reenlisting. The member elects to sell back leave upon reenlistment. The period of leave is not charged until after the new enlistment. The member is now indebted to the government for the days leave paid the sailor did not have. The indebtedness incurred is a one-time checkage and will result in an unnecessary financial hardship. This is certainly not the way we would want to treat our Sailors, especially after they have just made the decision to “Stay Navy.”

**Leave not charged:** During an on-site audit of a command, it is discovered that there are several periods of leave that were not charged. These periods of leave were then charged after several months have passed. Members who had separated or retired during the timeframe in between their leave date and the date these papers were discovered uncharged and subsequently processed were now over paid and indebted to the government.

We must work together to take care of our Sailors! If we all do our part, we can avoid unnecessary financial hardships.





## NAVPTO NEWS...

**Bill Harden**  
[HardenB@psajax.navy.mil](mailto:HardenB@psajax.navy.mil)

### Contracted Commercial Travel Office (CTO).

SATO Travel is our current CTO that provides all official travel arrangements for personnel attached to commands within PSA Jacksonville's AOR. In addition to providing airline reservations/tickets, they also provide rental car reservations, and government and commercial lodging reservations (when government lodging is not available).

### Government Quarters at Memphis, TN.

Because NSA Memphis does not participate in the Navy's Government Lodging program, the CTO cannot make BQ reservations at that location. Commands/personnel who need BQ lodging at NSA Memphis are requested to call their toll free number [1-877-628-9466](tel:1-877-628-9466).

### Commercial Lodging Costs Versus Government Lodging Costs.

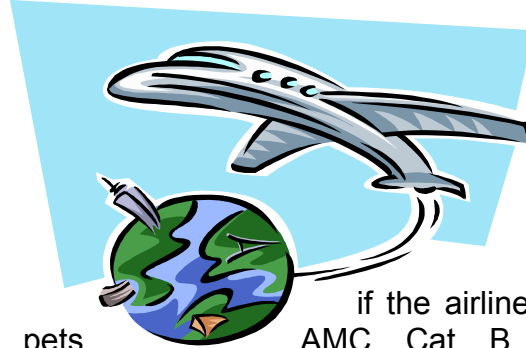
We have recently received overall Navy statistics concerning lodging costs. They are provided for your information. In FY00 –

- Government lodging average daily rate - \$15.51.
- Commercial lodging average daily rate - \$78.98.

As you can see, commands could save a lot of TAD monies if travelers used government quarters when possible.

### Commercial Air Pet Embargo.

The hot weather is causing many airlines will not transport pets IN or OUTCONUS from 15 May to 15 September. Personnel who plan to transport pets via commercial air during this period should contact airlines ASAP after their travel arrangements are made to determine



if the airline will accept pets. AMC Cat B contracted flights from and to OUTCONUS areas still accept pets.

### Test Initiative for Pets.

Air Mobility Command (AMC) is testing a new program to allow pets with cages weighing up to 150 pounds to be transported on all AMC Cat B contracted flights. The test runs through 31 August 2001 and if successful, the weight limit for a pet and cage will change to 150 lbs vice the current 100 lbs.

### Uniforms on AMC Cat B Flights.

The mandatory wearing of uniforms on AMC flights was changed in 1996. Personnel may wear uniforms or appropriate civilian attire on all AMC flights unless the country they are traveling to prohibit the wearing of uniforms. In this case, civilian attire must be worn. This information is usually contained in the member's port call directing travel overseas.

### Greek Airlines

The Office of the Secretary of Defense (OSD) has recently placed all Greek Airlines in a nonuse status. We cannot use any Greek Airline for official travel until further notice.

### REGIONAL TRANSPORTATION OFFICERS

**Charleston:** Connie Gibson DSN: 563-7336  
[gibsonc@psajax.navy.mil](mailto:gibsonc@psajax.navy.mil)

**Jacksonville:** Bill Harden DSN: 942-5445  
[hardenb@psajax.navy.mil](mailto:hardenb@psajax.navy.mil)

**Pensacola:** Betty Volheim DSN: 922-4587  
[volheimb@psajax.navy.mil](mailto:volheimb@psajax.navy.mil)

## TRAVELING SOON? SOME IMPORTANT TRAVEL TIPS...



### Passport Information.

Major Policy Change in Applying for a Passport for a Minor Child. Effective 2 July 2001, both parents, or legal guardians, must sign the passport application for a child under 14. There will, however, be circumstances when only one parent or no parent is available to apply for the child. For further information concerning this new law, contact your local Passport Agent.

### Travel to Souda Bay, Greece.

Because all Greece airlines have been placed in a non-use status, official travel to Souda Bay, Greece will be via AMC Cat B flights.

### Travel to Bahrain.

Effective 25 June 2001, all AMC Cat B flights are cancelled into Bahrain. Personnel will be routed via commercial air until further notice.

### Travel to Turkey.

From the Foreign Clearance Guide. All personnel traveling to Turkey must have NATO travel orders in addition to their regular travel orders and I.D. card. Do not travel via/to Istanbul if at all possible unless it is the final destination. Personnel are being denied entry through Istanbul for various reasons, with the latest being the lack of NATO travel orders

### Travel Advances. ...Proceed with caution

It's time to change duty stations and you're excited! You have visions of greener grass... While at PSD you ask about your entitlements to travel money. To your amazement the clerk tells you that you can get an advance and that you can get some large money. Knowing you will spend a few nights in a hotel traveling to the new duty station and that you have no idea how long it will take to find that new dream house - you take EVERYTHING in advance!

You report in to that new duty station and things are going well. Some time passes, you like your new job and the boss is great. In today's mail call you receive a letter from the PSD. Oh my! They say **you are OVERPAID and that you have 30 days to make repayment arrangements!**

This could happen to any one of us for several reasons. There could have been an error in calculation at either the old or new duty station. You may not have completed a travel claim or your travel claim may not have made it to the travel section for liquidation. When completing your claim you may have forgotten to claim some reimbursable items. Your claim may have been liquidated but a typo may not have matched all of your entitlements to your advances.

Regardless of the reason you should immediately confer with the point of contact person listed in the letter. This person can assist you in determining the true nature of the overpayment, finding additional authorized items to claim, determining if the notice was generated by unmatched entitlements, and if truly necessary working out a payment plan. Unlike other collection offices the Navy will not send a SECOND NOTICE or FINAL NOTICE. If you do not respond within 30 days of the date of the letter your pay will be debited for the amount of overpayment. As you can see, by speaking with your point of contact you can save yourself a lot of frustration.

# PSA JACKSONVILLE PASS UPDATE

*"Priority ONE: Taking care of our people."*

## GREETINGS FROM THE COMMANDING OFFICER

CDR Bill Pappas, USN



Welcome to the third issue of our PSA Jacksonville PASS Update. I am pleased to tell you that we have a great deal of new innovations and updates to report -- programs that will be of significant benefit to you, our Sailors and their family members.

First off, let me tell you a little bit about some local initiatives. We have made some significant enhancements to our PSA Jacksonville web site [www.psajax.navy.mil](http://www.psajax.navy.mil). Not only does it have a pretty new face, but its simplified navigational tools and seamless access to dozens of other pay, personnel and passenger transportation services. For instance, check out the "Admin Central" tab where customers have instant "one stop shopping" online access to virtually every form, links to instructions, publications and manuals -- many of them mapped as *Adobe Acrobat* .pdf files. The electronic forms are downloadable for filling in and quicker change requests to their PSD. What a time-saver! On the homepage, there are links to basic pay, special allowance, and per diem rate tables. By clicking on our "Travel Claim Tracker," button, thousands of our TDY travelers will now be able to access the present status of their pending reimbursements and/or the settlement EFT payment amount already transferred to their financial institution. No more need to make a phone call, it's right there at your fingertips. Soon we will be expanding this capability to allow our more frequent travelers to see their previous travel claim reimbursements made as far back as six months ago. And there are more enhancements on the horizon... (See the Tracking a Travel Claim article in this issue.)

As many of you already know, DFAS has opened up their voluntary Employee/Member Self Service (E/MSS) online system to Active Duty and Reserve Duty components of the Army, Navy and Air Force recently. With the DFAS provided PIN, customers can now change their Federal Tax Withholding Status and Exemptions and update their EFT address for net pay deposits -- online! If you haven't received your PIN number, you will shortly. (For more details, see the XO's article on this subject.)

The Navy Standard Integrated Personnel System (NSIPS), our latest data entry system has recently completed its TECHEVAL stage. In April, the OPEVAL phase will commence. While there are still some glitches to fix, as can be expected when trying to import data from antiquated legacy systems into a new program, by all initial indications the automated product for which we have all been waiting is going to be exceptional!



The Common Access Card (CAC), also known as "SMART Card" equipment is being installed at Jacksonville and Key West in early April. After some hands on training, they will begin issuing the new multifunctional identification/access cards to their customers shortly thereafter. The CAC card will be recognized as the standard ID of the future and will be the platform for Public Key Infrastructure (PKI) digital signature authentication also. As our DEERS/RAPIDS ID card terminals are being upgraded to issue CAC cards, there will be other terminals installed at several base Pass and ID card offices, predominantly to issue CAC cards to DOD civilians and contractors. The complete transformation to the new card is to be completed in FY02.

As you can see, there is much happening in our world of technology enhancements. And we are doing everything possible to improve our processes by taking maximum advantage of this technology in the shortest time possible to provide you faster, more accurate customer service.

My goal is to keep you as informed as possible. You can help me help you by passing the word that the light at the end of the tunnel is not an oncoming train, but a path towards a better, brighter future in the world of pay, personnel and passenger transportation. In closing I want to reemphasize my commitment to providing quality service at our presently existing PSD and CSD satellite locations. There are no plans of closing or reducing services at any of these sites. Only if manning becomes so critical that services must be reduced or consolidated elsewhere, will there be a deviation from this plan. And I assure you, IF that day comes, you won't be reading about it in this forum. I will give Regional and Base Commanders as much advance notification and an invitation to fully participate in the very first phase of any POA&M development that may impact our Sailors, retirees and their families. If I can be of any assistance or you have any comments, questions or concerns, please drop me a note in the "CO's Suggestion Box" on our web page, call (904) 542-3496 DSN 942 or e-mail me at [pappasw@psajax.navy.mil](mailto:pappasw@psajax.navy.mil).



---

## FROM THE EXECUTIVE OFFICER

LCDR Beth Hankins, USN

## THE LATEST WORD ON E/MSS



The latest and greatest product in the Navy's pay/personnel world is the Employee Member Self Service (E/MSS) system. E/MSS allows all active duty, reserve personnel and retirees to access and update basic pay data from their home/office computer or via the telephone. Members who access the system today can update their federal income tax withholding and direct deposit information. By the end of spring 2001, the system will be enhanced to provide members their LES. Additionally, members will be able to start, stop and change allotments, change their correspondence address and change both state tax and savings bond information. No longer will Sailors have to stand in line at the PSD to hand in their allotment form. The whole transaction can now be completed in

the member's living room. E/MSS is user friendly, fast and available 24/7.

Within the last few weeks, all active duty members received a letter providing them a temporary pin number to access their E/MSS account. This letter and the user-friendly program will provide members with all of the information necessary to start up their E/MSS account. If the member has a problem, they can contact a DFAS representative at 1(800)390-2348 or DSN 580-5122 from 0700 to 1930 EST for assistance.

How secure is your pay data on the web? Very! E/MSS Internet transmissions are secured using 128-bit Encryption and Secure Socket Layer (SSL) Technology. All users trying to access E/MSS must have Netscape explorer, Microsoft Internet explorer or Netscape Communicator. These browsers must have 128 bit encryption capabilities.

Your local PSD is still standing by to assist you in maintaining your pay account and will continue to print and distribute your LES. E/MSS is merely a tool for you the customer to provide you round the clock pay information. Log on to [www.emss.dfas.mil](http://www.emss.dfas.mil) today and see what a wonderful tool this system is. My phone number is DSN 942-2014 or e-mail: [Hankinsb@psajax.navy.mil](mailto:Hankinsb@psajax.navy.mil)

---

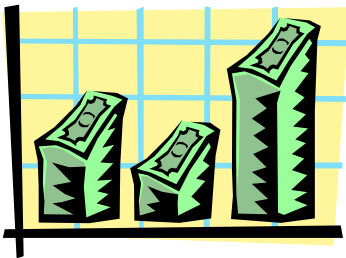
## FROM THE COMMAND MASTER CHIEF

CMDMC Pat Nicometo, USN

### CUT A CHECK?



***“Master Chief, why can’t they just cut this Sailor a check?”*** I hear that at least once or twice a week, and my response is always the same: “We live in an electronic age!” Our systems and manpower are not what they were 5 or 10 years ago. It **IS** a big deal to cut a check when we can accomplish the payment by an electronic deposit more quickly and with a guarantee that the deposit is enroute to the member’s account.



The Navy went away from a NAVY pay system to a Defense pay system (DJMS) in Feb 1998 and that was in support of Public Law that says all pay transactions must be by electronic transfer. Part of the Public Law enactment was the guaranteed security of the deposit. Additionally, it is much less expensive for the government to do an electronic fund transfer than to pay the \$28.00 it costs to cut a paper check. Technically, we are supposed to get a waiver if we cut a paper check.

Now, **do we cut checks?** Yes we do, and we do it because *taking care of Sailors, government employees and their families is our business!* However preparing a check should be the last method of payment. Why? Because in the majority of cases, it throws the Sailors pay account out of balance and the DJMS system will recognize an out of balance account. That sets in motion an automatic deduction from the Sailor’s pay. The next thing that will happen is that the Sailor ends up getting NOTHING on payday. Add to this, the unhappy situation (that happens quite frequently when the Sailor loses the check or washes it? Guess what? Not only does the Sailor’s account show a payment, the Treasury must then clear the check through the Federal Reserve System before a “replacement” check can be reissued. This event takes between 4 to 6 months.

So, in response to the question: *“Can’t we just cut a check?”* The answer is, “Yes, we can, **JUST** cut a check.” But, is that the way to go when we can accommodate our Sailors by electronically depositing funds into their accounts? I think not. Let’s work together to resolve the payment by check issue. Electronic Funds Transfer is the RIGHT answer.

---

# HURRICANE SEASON 2005

By Mr. Chris Imbach



**Are you ready!** The winds may die down within a 24 – 48 hour timeframe but the paperwork and TAD claims may linger for weeks. We would like to provide a simple guide to “Hurricane” travel entitlements so you know when travel allowances for evacuation costs can be paid and who has the authority to make that call. Only a installation

Commanding Officer, as directed by the Regional Commander, has the authority to evacuate personnel who reside on his installation and those that reside in off base government quarters and are under his authority. This Commanding Officer can either order personnel to a **SAFE HAVEN** or a **DESIGNATED PLACE**.

These two terms are the key to reimbursement. A safe haven is a local shelter. Members will be ordered to a safe haven when the anticipated length of the storm is short. Members are not reimbursed for travel to a safe haven. If the storm and potential clean up lasts for an extended duration, the installation Commanding Officer will order members to travel to a Designated Place outside of the local area. Members can be reimbursed for travel to this designated place.

**Note:** If the installation Commanding Officer orders an evacuation without designating a safe haven, and people leave the location of their permanent duty station, these people may be entitled to reimbursement to the area to which they traveled. Personnel traveling to a place other than the designated place will be reimbursed for expenses incurred, not to exceed the designated place per diem rate.

Installation evacuation: The order to evacuate an installation will come from the installation Commanding Officer. His or her order ONLY pertains to personnel (i.e., military, military dependents, DOD civilian employees and DOD civilian employee dependents) who work and/or live on his or her installation.

Military personnel: Whether they live on the installation or not, those who are required to evacuate the installation may be provided TEMADD orders funded by the command from which they are assigned. Normally, TEMADD orders are only issued when the installation Commanding officer orders an evacuation to a safe haven outside normal commuting area.

Military dependents: Those who are required to evacuate their Government Quarters located on or off the installation may be issued a “Certificate in Lieu of orders” provided the installation Commanding Officer orders the evacuation to a safe haven outside normal commuting area. Funding military dependents will be charged to Military Pay Navy (MPN) account using a Permanent Change of Station line of accounting data. There are four separate lines of accounting data to choose from. They are broken down between regular Navy officer or enlisted, and Training and Administration of Reserve (TAR) officer and enlisted. Military dependents that reside off base **are not** entitled to evacuation allowances based on the Installation Commanding Officer’s order to evacuate the installation.

DOD civilian employees: Whether they live on the installation or not, those who are required to evacuate the installation may be provided TEMADD orders funded by the command from which they

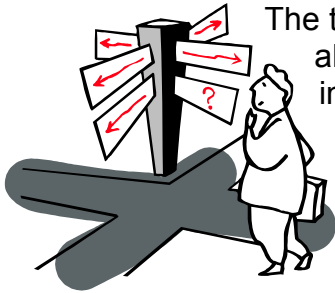
are assigned. Normally, TEMADD orders are only issued when the installation Commanding Officer orders an evacuation to a safe haven outside normal commuting area.

DOD civilian employee dependents: Those who live on the installation and are required to evacuate the installation may be provided a "Certificate in Lieu of Orders" funded by the command from which their sponsor is assigned. Normally, a Certificate in Lieu of Orders is only issued when the installation Commanding Officer orders an evacuation to a safe haven outside normal commuting area.

**VERY IMPORTANT NOTE -- A civil officer (i.e., Police, Mayor, Fire Marshall, Governor) may order an evacuation of areas off base. However, his/her order does not automatically obligate DOD funds.** The decision to obligate funds for a civil ordered evacuation off base resides with the Secretary of Defense or the Secretary's designated representative (USD(P&R)). If authorization is given to obligate DOD Funds, military dependents and civilian dependents will be issued a "Certificate in Lieu of Orders." Military members and DOD civilian employees may be issued TEMADD orders per paragraphs 4a(1) and (3) of PSAJAXINST 3006.1A <http://www.psajax.navy.mil/admin/I3006.1B.pdf>. Visit our web site at <http://www.psajax.navy.mil> and check out our Hurricane Power Point brief.

---

### SGLI INCREASES TO \$250,000



The top rate coverage of \$250,000 will increase on 1 April 2001. When this happens all personnel already paying for the top rate presently will be automatically increased to the \$250,000 unless they elect otherwise. Member's desiring to increase their Service Member's Group Life Insurance (SGLI) coverage from a reduced or declined amount should report to their servicing PSD to complete the required paperwork. First, you need to complete the SGLV 8286 Form with the desired amount of coverage. MILPERSMAN Article 1741-020 and the back of SGLV 8286 Form provide detailed instructions on completing and processing. Upon completion, the personnel clerk will verify for accuracy.

You should then complete the SGLV 8285 (Request for Insurance Form). Your answer to blocks 11, 12 and 13 will decide the next step to be taken in processing your request for increased coverage. If you answer no to blocks 11, 12 and 13, the appropriate premium deduction will be made to your pay and the two forms will be attached and filed in your service record. If you were to answer yes to either block 11, 12 or 13, a copy of your SGLV 8285 will be sent to the Office of Service member's Group Life Insurance (OSGLI) for approval. The increase in coverage will not be processed until OSGLI has returned the form indicating approval. If approved, the forms will be filed in your service record upon processing. In the event death occurs between the time the form is submitted and returned approved, the insurance will be paid at the increased amount.

---

## TRACKING A TRAVEL CLAIM HAS NEVER BEEN EASIER

Our Travel Processing Center (TPC) continues to transform the ease at which the traveler can electronically track the progress of their travel claim. By simply logging on to our PSA JAX website [www.psajax.navy.mil](http://www.psajax.navy.mil) and selecting the "Travel Claim Tracker" button, the member will learn that his claim has been received at TPC, the date it was received and/or if paid the amount of the liquidation. Claims are normally processed within three to five working days of receipt in the TPC and the money is normally deposited in the traveler's bank account within six to eight days of receipt. Thus, travelers can expect funds to be deposited into their bank account six to eight days after the receipt day listed on the web page. The tracker also displays if a claim was rejected and provides a brief explanation of the reason for return.

The TPC is currently developing user-friendly upgrades to provide progress and status of the travel claim. Future enhancements will allow the member to see the exact stage of the travel claim, i.e. show computation figures, the clerk who is processing the claim, and greater payment information.

We encourage every traveler to take advantage of this 24/7 electronic convenience. We're excited to give our traveler the experience of virtually being present during the entire process of their travel claim settlement.

## VA DISABILITY COUNSELING

The Branch Medical Clinic's at NAS Jacksonville, Naval Station Mayport and Naval Submarine Base Kings Bay have VA Representatives on board to assist you with all VA programs such as student and home loans, and disability counseling prior to your separation or retirement.

PSD Jacksonville has entered into an agreement with our local VA Representatives that allows the separating service member to give the VA their original medical and dental records. Now that the VA is authorized to retain the original medical and dental records rather than forwarding them to the local PSD who would then forward them to a VA processing center in St. Louis, MO, a separated service member can start applying for and receiving VA benefits in a few weeks vice months.

A VA database will also be created for the service member while the information is fresh in mind and additional information is readily available. This is one more INITIATIVE that PSA Jacksonville has taken to provide OUR Sailors the best service possible.

For more information on this counseling or other health and benefit programs, link to the Department of Veterans Affairs website at: [WWW.VA.GOV](http://WWW.VA.GOV).

## NEWS BRIEF ... PSA JAX GETS DMO

All PSA Jacksonville Detachments have begun using the Defense Military Pay Office (DMO) Program to process Reserve AT/ADT pay. This system eliminates the need to pay AT/ADT pay via check. Reservists will now get their pay via electronic funds transfer into their bank account.



## NAVPTO NEWS...

In previous issues of our Pass Update Newsletters, we've discussed the NAVPTOs' Organization, Defense Travel System (DTS), Centrally Billed Accounts (CBA), Contract City Pair Program, and Contracted Commercial Travel Offices (CTO). In this issue, we will discuss areas that should be of interest to the PSDs, customer commands and travelers.



### Passenger Reservation/Port Call Request (PRR).

A PRR is a request for travel to a ship, squadron, other deployable unit or an overseas command. The required information on the service member, civilian and or dependents is submitted to the supporting NAVPTO by the PSD or customer command. The servicing NAVPTO returns travel arrangements via letter or message to the PSD or command that processed the request. **It is important that PRRs be submitted to the NAVPTO as soon as possible after orders are received so that travel arrangements can be made before individuals detach.** In addition, another critical area on the request is the date individuals are available for travel. The NAVPTO cannot process the request unless we know when the person is available to travel.

### Passports

Passports/visas are a critical step in processing individuals and dependents traveling overseas. Most civilian employees and dependents traveling to an overseas area require a no-fee passport and in many instances, a visa. As it takes six to eight weeks to obtain a passport and visa, **please advise your travelers to apply for a passport/visa as soon as possible after receipt of orders.** It is not necessary to wait for family entry approval to apply for the passport/visa for members who PCS overseas with dependents. Remember: The NAVPTO **cannot provide travel arrangements until passport/visas have been received.**

### Shipping Pets

Please advise all members traveling overseas with pets via commercial air that it is their responsibility to make travel reservations for their pets **after** they receive their travel arrangements from the NAVPTO. When they travel via AMC Contracted flights, the NAVPTO will make their pet reservations on the same flight provided space is available. In all cases, it is the member's responsibility to provide acceptable cages, proof of vaccination, etc. The traveler also is responsible for paying the cost of shipping their pets. The Government does not pay for shipping pets overseas. For information concerning pet shipments, members should contact their supporting PSD or NAVPTO.

The summer heat can be detrimental to a pet's health and many airlines will refuse to fly your pets. Others may fly your pets but only at certain hours and on certain routes (i.e., to Japan via Seattle or San Francisco vice LA). Contacting your Transportation Officer early will ensure best seat availability to get you and your pets on your way to your new home.

If you have any problems or questions concerning official travel within your area, please contact your Regional Transportation Officer or the PSA Jacksonville Director of Transportation, Mr. Bill Harden. [Hardenb@psajax.navy.mil](mailto:Hardenb@psajax.navy.mil)

#### REGIONAL TRANSPORTATION OFFICERS

**Charleston:** Connie Gibson DSN: 563-7336  
[gibsonc@psajax.navy.mil](mailto:gibsonc@psajax.navy.mil)

**Jacksonville:** Bill Harden DSN: 942-5445  
[hardenb@psajax.navy.mil](mailto:hardenb@psajax.navy.mil)

**Pensacola:** Betty Volheim DSN: 922-4587  
[volheimb@psajax.navy.mil](mailto:volheimb@psajax.navy.mil)



### *Thrift Savings Plan*

Service members can begin to sign up for the Thrift Savings Plan beginning Oct. 9, 2001. The Thrift Savings Plan is a retirement and investment plan that has been available to civilian government workers since 1987. Congress extended the plan to include service members in 2000.

According to Army Lt. Col. Tom Emswiler, a tax expert with DoD's Office of Military Compensation, "It's in addition to your regular retirement -- It's an optional program."

The open season for signing up will run from Oct. 9 to Dec. 8. Deductions start in January 2002. In 2002, service members can contribute up to 7 percent of their basic pay. The maximum amount service members can contribute from basic pay will change. The current limit of 7 percent of basic pay will rise to 10 percent by 2005 and become unlimited in 2006.

Unlike civilians, who cannot make lump-sum payments into the program, service members may also contribute all or a percentage of any special pay, incentive pay, or bonus pay they receive.

"You can contribute from 1 percent to 100 percent of your special pays, incentives and bonuses into the thrift plan," Emswiler says.

The total amount generally cannot exceed \$10,500 for the year. Contributions from pay earned in a combat zone do not count against the \$10,500 ceiling. Combat zone contributions are subject to a different limitation, however 25% of pay or \$35,000, whichever is less.

Like civilian employees in the program, service members must choose how they want their money invested. Right now, there are three funds to choose from. The funds run the gamut of safe -- the G Fund invests in special government bonds -- to riskier investments -- the C Fund tied to the stock market. There is also an F Fund for investing in commercial bonds.

TSP will unveil the new S and I funds in May. S Fund investments go to a stock index fund that paces small businesses. I Fund investors will track international companies the same way.

Service members will be able to start, change or reallocate their TSP contributions during two open seasons held each year. These are November to January and May to July.

"Because bonuses are hard to predict, if you are already participating in the plan and contributing from basic pay and you receive, for example, a reenlistment bonus, you can elect to contribute at any time," Emswiler says.

Contributions to the plan come from "pre-tax" dollars. Service members pay no federal or state income taxes on contributions or earnings until they're withdrawn.

The services will have teams visiting members to explain the program. Until then, see the thrift plan's uniformed services page at [www.tsp.gov/index.html](http://www.tsp.gov/index.html) for more information.

# PSA JACKSONVILLE PASS UPDATE

**FROM THE**

***"Priority ONE: Taking care of our people."***

**GREETINGS  
COMMANDING**

**OFFICER**

**CDR Bill Pappas, USN**

This is second issue of our electronic PASS Update providing you the latest we have on the Pay/Personnel and Transportation issues that affect you and your Sailors. In this issue, our new XO, LCDR Beth Hankins provides some real-time examples of how we pay interruptions. The Command Master positive feedback and encouragement in any the piece regarding our PSA JAX Standards. The goals listed are not just those mandated. These are the timeliness and accuracy goals. These are the timeliness and accuracy goals Detachments to achieve. If you're interested in learning more on how the manpower puzzle fits together, there's the "Head to Tail of Manpower" article to satisfy your appetite. (Note: the answers to the quiz are linked to our web page). What's more, our JacksonvilleTravel Processing Center (TPC) provides the latest on what we're doing to streamline the processes that ultimately get your travel claims processed as quick as possible. There's also some interesting info from our Transportation Officer regarding the Contract City Pair Program and use of the Contracted Commercial Ticket Office (CTO). And finally, for the technology buffs, Chief Riley has put together an interesting portal into our future systems – and as important, what they mean to you.



Having visited all my PSD and CSDs and many of the major commands they support in the Southeastern AOR, Guantanamo Bay and Puerto Rico, I can confidently say that the majority of our customers are basically pleased with the level of pay/personnel and transportation service provided. Granted, there are some manning shortfalls in places like Athens, Beaufort, Key West, Meridian, and Panama City that are of key concern to me – as well as to the customers in those areas. While I continue to work with our manning control authority to find ways to shore up the manning needed, I can use your assistance as well. I ask for your help in three ways:

First, I ask for your patience and support of the men and women who are doing their very best to serve you. In addition to routine customer service, they need to have time to process the paperwork and some time for training – an essential ingredient to achieving the accuracy and processing timeliness you deserve.

Second, I ask you to pulse your command PLR (PASS Liaison Representative) program. Is your command Rep doing the best they can to alleviate your individual Sailors from making unnecessary visits to their servicing PSD/CSD? Almost 90% of the time, your PLR can act on behalf of many Sailors with only one visit.

Third, I ask you for any temporary manpower support you can provide (LIMDU, TPU and/or transients awaiting classes/clearances) to augment our remote customer service desks. I promise: The work is clean, 'the pay is good,' and those you offer will be of significant benefit to everyone concerned.

As always, I appreciate hearing your feedback, comments and concerns and look forward to continually serving you better. Questions: please call DSN: 542-3496 or e-mail [pappasw@psajax.navy.mil](mailto:pappasw@psajax.navy.mil).

**FROM ONE EXECUTIVE OFFICER TO ANOTHER****LCDR Beth Hankins, USN**

Following a four-year tour as the Officer in Charge, PSD Lemoore CA, I reported as the new Executive Officer of Personnel Support Activity Jacksonville on 21 August. I've found that the PASS business can be very rewarding, as the decisions we make and the way we conduct ourselves make a direct impact on the quality of life of our Sailors. With a close liaison between the member, the PSD and the member's command, we can ensure that each Sailor receives all entitlements on time. I would like to share a few instances to illustrate why this teamwork is so important:

An E-5 reported into his command on 15 September. The command held on to his service record until he met with the CO on 22 September. He was sent to the PSD to check in the following day. However, unbeknownst to the command, if he was over (or under) paid -- his entitlements could not be corrected until the 15 October payday. Why? Seven days prior to each payday, DFAS Cleveland cuts off all processing of pay documents. Any documents received after the cutoff days (usually the 7<sup>th</sup> and 23<sup>rd</sup> of the month) are computed into the following pay period. With DJMS, both over and underpayments can become financially devastating to our members. Please ensure your newly reporting personnel report to PSD first to give us the time to ensure all documents are processed and accepted before checking out the record. Your efforts will save everyone, especially your Sailor a lot of heartache down the line.

An E-3 went to CO's Mast on 2 August and received a reduction in rate and forfeiture of ½ month's pay for two months. The paperwork documenting the Mast was forwarded to the PSD 15 August. Due to the delay, her pay could not be changed until the 1 September payday -- which wound up being \$0.00. Why? With disciplinary cases, all forfeitures are retroactive to the date of Mast. So, even though the CO wanted only ½ of the Sailor's pay to be appended, the overpayment that occurred from 2 – 15 August, combined with the reduction and forfeitures caused her pay to zero out. Additionally, disciplinary forfeitures cannot be reprogrammed or the pay back period lengthened in these cases and Navy Relief will not subsidize personnel with disciplinary action. Consequently the Sailor goes through extraordinary means to have enough money to pay her bills or feed her family. Again, we ask each command work with us early in the process to mitigate the over/under pay problem.

Using these two examples, my overall message is call early and call often so we can work together to offer the best pay and personnel support possible. My phone is DSN 942-2014 or e-mail: [Hankinsb@psajax.navy.mil](mailto:Hankinsb@psajax.navy.mil)

---

**FROM THE COMMAND MASTER CHIEF****ITCM Pat Nicometo, USN**

Although it was 16 years ago, it seems like only yesterday I was initiated. One of the many good things that my sponsor told me is to make sure that after going someplace like the PSD, Dental, Medical, or any customer support office, to take the time to seek out the LCPO and tell them who took care of you and what sort of job they did. Sometimes, I think that we forget how important it is to tell someone they have done a good job. Negative feedback is all too easy to dispense -- griping about the 20 minutes we had to wait for an ID card or the document in our service record that had to be redone. But, how often do you tell the Chief the PN2 or DK3 did a good job? Throughout the PSA Jax network this year alone approximately 39,480 ID cards were processed. We only have 635 Sailors and civilians to maintain almost 56,000 service records -- as well as issue ID cards, process travel claims, administer exams and process receipts, transfers, reenlistments and separations, etc. I can tell you that our PSA Jacksonville Sailors and civilians love their jobs, work hard, and all do them well. So I ask of you, as the leaders, take the time to let my Sailors and civilian employees know you appreciate what they do. Please fill out customer comment cards, talk to the LCPO or let me know. DSN 942-2544/e-mail [nicometop@psajax.navy.mil](mailto:nicometop@psajax.navy.mil)





### BASIC ALLOWANCE SUBSISTENCE (BAS) INDEBT FOR PIPELINE PERSONNEL

Navy's policy is for all active duty personnel other than those attending boot camp to receive BAS of some type. There are currently 8 different types.

The purpose this article is to make you aware of a DJMS system problem that occurs with pipeline personnel. The term pipeline personnel, applies to our Sailors who complete recruit training and then report Temporary Duty (TDY) for additional training prior to reporting to their first permanent duty station (PDS).

Pipeline personnel are currently incurring an indebtedness resulting from a Defense Joint Military Pay System (DJMS) program error. When a recruit detaches from Boot Camp and reports to a TDY location, they are entitled to Partial BAS at a rate of \$0.83 per day. However, being pipeline personnel they are not entitled to Travel BAS at \$7.58 per day between locations. DJMS was setup so that if someone reported to their first PDS and received Travel BAS while in the pipeline, it would automatically be cancelled by the gain and setup an indebt. PSA Jacksonville has found that there is a problem with this portion of the program. Rather than cancel only Travel BAS, DJMS takes away all BAS entitlements (with the exception of leave rations) received during this period.

An example of this is; a recruit detaches Boot Camp and spends 60 days TDY before reporting to their first PDS. During their TDY period, they are paid \$0.83/day for a total of \$51.00 of Partial BAS. When the Personnel Support Detachment (PSD) gains the member onboard, the BAS is automatically cancelled and this causes an indebt in the amount of \$51.00 for the 60 day period. At this point the member's pay will be reduced by \$51.00 until the PSD sends a message to DFAS Cleveland to credit back the Partial BAS entitlement.

PSA Jacksonville has contacted DFAS Cleveland programmers and informed them of this situation. Until the system is corrected, action has been taken to create a workaround for the Navy. --DK2 Jessica Klimesh  
[klimeshj@psajax.navy.mil](mailto:klimeshj@psajax.navy.mil)

### PSA JACKSONVILLE'S STANDARDS OF EXCELLENCE...

In keeping with our goal to provide the highest possible pay/personnel and transportation customer service in the Navy, PSA Jacksonville strives for perfection in everything we do. We push ourselves for the betterment of our customers – you and our Sailors. In keeping with our mission goals, I have established several benchmarks for all of my detachments to attain. Some metrics are derived by monitoring “in-house” data, while others take a combined effort between the PSD/CSD and the customer commands they support. With your help, we can succeed in achieving the end goal – taking proper care of our Sailors.

Here are some of the significant PSA JACKSONVILLE STANDARDS OF EXCELLENCE:

DJMS FID (Format Indicator) Processing – (A FID is basically a single pay/personnel transaction or event.) We strive to input each transaction within 2 working days of the event.

DJMS FID Accuracy - I have set a 98% accuracy goal for all FID inputs. Presently, we are above a 95% accuracy rate. With continued training, we will achieve the 98% goal.

Travel Claim Processing - our Travel Processing Centers (TPC) and/or PSDs process claims within 5 workdays of receipt. Note: Once received, the in-house clock stops when an electronic receipt is received by the TPC/PSD stating the voucher has been accepted and DFAS has electronically posted the travel reimbursement to the traveler's account.

The following goals require a team approach:

EFT (Electronic Funds Transfer) Participation - 100%

PLR (PASS Liaison Representative) Participation - 100%

GTCC (Government Travel Charge Card) Program - 95% Participation.



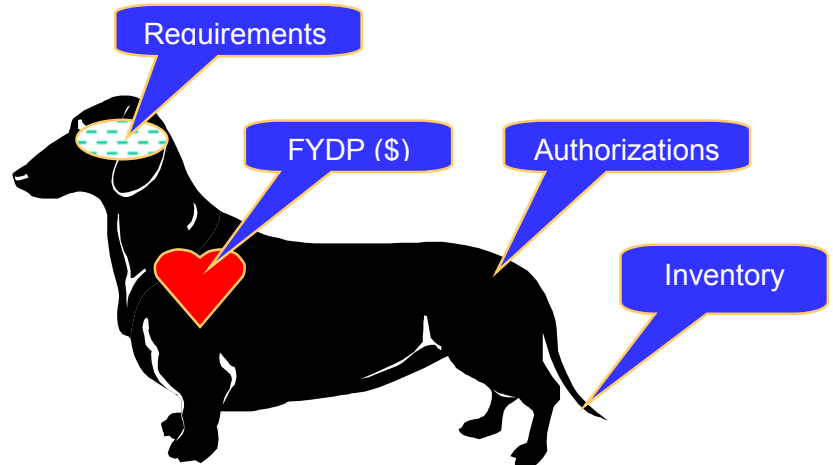


## The Head to Tail of Manpower

By Chris Imbach

[Imbachc@psajax.navy.mil](mailto:Imbachc@psajax.navy.mil)

One of the most frequently asked questions is, "When am I going to get more bodies?!" The answer is - we don't know. But, what we can tell you is how the process works. While too extensive to discuss it all in this one article, it's important to know about what a requirement is and how requirements are established. What is FYDP and what it means to us? What is an authorization and ultimately --- inventory -- those precious bodies we all crave to meet our mission? Want to know more? First, let's *test your knowledge....*



1. **(True or False)** Navy Manpower is a multiple step process that begins with identifying the mission of the activity and ends with personnel being assigned to that activity to perform the mission.
2. What is the purpose of the OPNAVINST 1000.16 series?
  - A. Assign manpower responsibilities
  - B. Issue manpower policies
  - C. Issue procedures to change AMDs
  - D. All of the above
3. AMD is an acronym that means...
  - A. Activity Manning Document
  - B. Activity Manpower Decision
  - C. Activity Manpower Document
  - D. None of the above
4. In 1998 the Navy changed the name of the Efficiency Review (ER) process to...
  - A. Navy Manpower Mobilization System (NAMMOS)
  - B. Total Force Manpower Requirements Determination Program (TFMRDP)
  - C. Shore Manpower Requirements Determination Program (SMRDP)
  - D. Shore Manpower Billet Review Process (SMBRP)
5. **(True or False)** The Shore Manpower Requirements Determination Program (SMRDP) is a process that provides a means of determining and documenting minimum manpower necessary to accomplish an activity's mission.

(For the answers and more info, see our web page: <http://www.psajax.navy.mil/> (Click on "PSA INFO" button)

## Travel Overpayments/Collections for DOD Civilian Employees and Military Members

When it is determined that a civilian or military traveler has been overpaid after computation of their travel entitlement, the Travel Processing Center (TPC) forwards the overpayment package to PSA Fiscal for collection processing. Fiscal notifies the member and the command of every overpayment. Travelers are provided 30 days to submit the overpayment or make arrangements for either a repay schedule or contest the overpayment. If no payment arrangements are made within 30 days, collection action commences by salary offset against the member's pay. For military members, DODFMR Volume 7A, Chapter 50 states the maximum monthly amount that may be collected is 2/3 of the member's available pay. There are exceptions for hardship cases in that we will extend the payback period up to three months. Each detachment Deputy Disbursing Officer (DDO) may make this determination. Extensions beyond three months must be approved by the Disbursing Officer. Unnecessary extensions place a personal burden on the customer as well as administrative costs to PSA Jacksonville in that an extension requires monthly tracking of the collection and reporting to the U.S. Treasury. Requests for more than three months shall be submitted in writing to the Disbursing Officer, PSA via the individual's PSD for approval. Because civilian overpayments are processed by their payroll office any request for repayment by salary offset will also contain Administrative costs assigned by the payroll office. Approval for civilian extensions must go via their Commanding Officer with the explanation for the extenuating circumstance that would prevent them from the one time payment. This request, if approved, is then forwarded to the employee's payroll office.

If questions arise concerning this matter, they may be directed to the PSA JAX Disbursing Officer, Mr. Jim Murphy. [Murphyj@psajax.navy.mil](mailto:Murphyj@psajax.navy.mil) He may also be called at DSN 942-2987 or Comm: (904) 542-2987.

---

### TRAVEL PROCESSING CENTER (TPC) UPDATE

Our Jacksonville TPC continues to improve and streamline processing of customer travel claims. We have modified the requirements for submission of Travel Claim Packages for both Military and Civilian



Travelers. We are excited about having launched this new procedure and are pleased with the positive feedback we are receiving from customers as well as staff members. This innovative procedure now affords the PSDs access to an immediate local file of all IATS payments, facilitating the Customer Commands that require timely copies for OPTAR/Budget Reconciliation. The ripple effect of positive consequences has been quite rewarding. We have substantially reduced the volume of paper by eliminating the nearly 40 thousand copies produced monthly by our network. The voucher examiner's time is much better utilized because of these changes. The reduction of hard copy outgoing mail from the TPC room now allows the designated Customer Service voucher examiner more

time to focus on our customer's inquiries and needs. Most importantly, our customers are experiencing a vastly improved turn around time in receiving notification of their EFT deposit. We take pride in listening to our customers and continue to strive to increase efficiency and satisfaction in our service. For more information, contact DKCS Alecca at DSN: 942-2543. [Aleccar@psajax.navy.mil](mailto:Aleccar@psajax.navy.mil)

## NAVPTO...

In the August 2000 issue of the PSA Jacksonville PASS Update, we discussed the Navy Passenger Transportation organization within the Personnel Support Activity, Jacksonville network. We also discussed the Defense Travel System (DTS) and our Centrally Billed Accounts (CBA) that are used for charging costs of official airline travel. In this issue, we will discuss policy and regulations in several areas that many customers have questions about.

### Contract City Pair Program

This is a program where GSA requests bids from the airline each year over routes that are frequently used by official government travelers. Usually, the airline offering the lowest fare and best service is awarded the contract over these routes between certain cities in and out CONUS. These contracts are awarded in August/September of each year and are effective 1 October for a one-year period, i.e., 1 October 2000 to 30 September 2001. GSA airlift contracted through the Contract City Pair Program shall be used when available and meets mission of the traveler. Exceptions to the use of contract carriers and more information on this program may be found in the following publication: Joint Federal Travel Regulations, Volume 1, Appendix E, Part III Joint Travel Regulations, Volume 2, Appendix E, Part III OPNAVINST 4600.15 (Navy Passenger Transportation Manual). DOD Regulation 4500.9-R (Defense Transportation Regulation), Part I.

### Contracted Commercial Travel Office (CTO).

OPNAVINST 4650.15, Chapter 2, paragraph 6 and 7, states that it is Navy/DOD policy that all official travel, (transportation, car rental, government and commercial lodging) be arranged through a CTO when available. CTOs are considered available within the PERSUPPACT Jacksonville Area of Responsibility (AOR). CTOs complement NAVPTOs



both peacetime and contingency travel requirements.

Note: When the services of a CTO

under Navy contract is available and the traveler purchases travel services from a travel agent not under contract, reimbursement is not authorized unless the Transportation Officer certifies that due to unusual circumstances the traveler was authorized/approved to purchase transportation directly from a common carrier or a CTO not under government contract.

If you have any problems or questions concerning official travel within your area, please contact your Regional Transportation Officer or the PSA Jacksonville Director of Transportation, Mr. Bill Harden.

[Hardenb@psajax.navy.mil](mailto:Hardenb@psajax.navy.mil) .

### REGIONAL TRANSPORTATION OFFICERS

**Charleston:** Connie Gibson DSN: 563-7336  
[gibsonc@psajax.navy.mil](mailto:gibsonc@psajax.navy.mil)

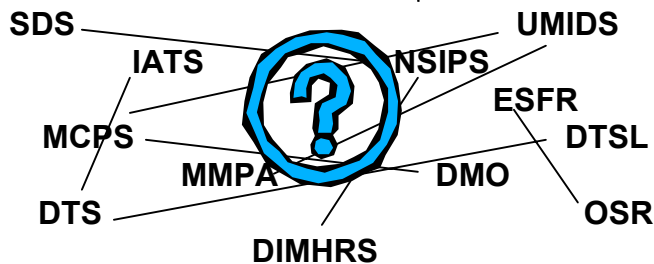
**Jacksonville:** Bill Harden DSN: 942-5445  
[hardenb@psajax.navy.mil](mailto:hardenb@psajax.navy.mil)

**Pensacola:** Betty Volheim DSN: 922-4587  
[volheimb@psajax.navy.mil](mailto:volheimb@psajax.navy.mil)

and PSDs in providing a full range of commercial travel services. In conjunction with the NAVPTOs, they provide the capability to effectively support

## PAY/PERSONNEL AND TRANSPORTATION SYSTEMS TO GO ELECTRONIC

By PNC(SW) Mickey Riley [Rileym@psajax.navy.mil](mailto:Rileym@psajax.navy.mil)

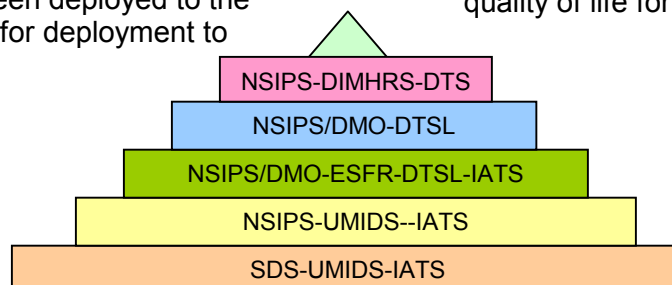


Confused? Are you asking, "What is all this PASS terminology about and what does it mean to me?" Well, just as there are evolving standards in every working community, the PASS business is no different. I remember as a young Sailor, my first Chief Personnelman pointed to filing cabinets full of records and retains and saying "Before you retire, these will all be replaced by computers." Well, we are almost there and I'm getting closer to retirement. I'm sure most everyone has heard of SDS (Source Data System). It allows us to process documents to post to the Master Military Pay Account (MMPA) for your paydays and view a static display of your BUPERS Master File. Another system, the Uniform Micro Disbursing System (UMIDS) has been around for several years. But today it quietly sits in the background making changes to your pay via Defense Joint Military Pay System (DJMS). The Integrated Automated Travel System (IATS) is used to process travel claims by PSA's Travel Claim Processing Center (TPC). This system allows travel claims to be processed and the payment to be made via Electronic Funds Transfer (EFT) to your bank account rather than printing a check for you to take to the bank. The Navy Standard Integrated Processing System (NSIPS) has already been deployed to the Reserve components and next for deployment to

Active Duty. It will make input to the Master File information as well as be the input source for an electronic version of the Enlisted Service Record. NSIPS will replace SDS and UMIDS in making payments and updating BUPERS. It will provide updates to the Master File information as well as the input to the Electronic Field Service Record (EFSR), now being tested at PSD GULFPORT and many other sites ashore and afloat. Once fully implemented, EFSR could allow every chain of command access to their records via the Internet. The Defense Military Pay Office system (DMO) is a document input source that the pay office will use in addition to NSIPS. DMO will also replace Micro Computer Processing System (MCPS) for payment for Reserve personnel who are on Annual Training (AT/ADT) for less than 30 days.

As you can see, there are many different programs and systems. Some are in the works, others being tested and evaluated. As deployment dates for some have been set back, you need to know that your PSD/CSD is currently working with programs that may be "legacy systems" -- or not fully funded. Hence getting permanent fixes to our current systems are near impossible, as funding is shifted from their maintenance to development of new systems. Consequently, as these new systems are not ready for implementation, detachments are experiencing difficulties processing some transactions.

All of these programs are designed to work together and build upon each other as demonstrated in the illustration below. We ask every command to be patient as we work through these changes because they will, in the long run, significantly improve the quality of life for all of our Sailors.



***Electronic Systems Hierarchy- Building blocks from today to the future!***

# PSA JACKSONVILLE

## PASS UPDATE

*"Priority ONE: Taking Care of OUR People."*

### GREETINGS FROM THE COMMANDING OFFICER



CDR BILL PAPPAS, USN

It's been two months since I took command of PERSUPPACT Jacksonville and I am more impressed each day with the caliber of superb Sailors and fine civilian professionals I am fortunate to lead.

As I visit each of my Personnel Support Detachments and make courtesy calls on the Flag Officers, fellow commanding officers/executive officers and officials in our retired communities throughout my Southeastern AOR which includes Guantanamo Bay and Roosevelt Roads, I've quickly learned that the present state of our Pay, Personnel and Transportation business is relatively unknown at the customer commands we support. Understandably, while our combined mission is that of fleet readiness, our

operational and administrative paths to that goal run parallel – and sometimes incongruous with each other.

The purpose of this **PSA JACKSONVILLE PASS UPDATE** is to provide YOU, our valued customer, the latest news in our world of pay, personnel and passenger transportation support in an effort to inform/educate and thus integrate our objectives. In this inaugural issue, in addition to comments by my Executive Officer and Command Master Chief, we will provide a 'PASS 101' segment – a quick review of the history of PASS, where we are now, and what latest technology lies ahead. Our Transportation Officer also provides a brief history of our regional NAVPTOs, the latest on the Defense Travel System (DTS), and information on Centrally Billed Accounts (CBA) Program. You may also find our article on ID Card documentation requirements interesting as it could save you or your dependents some time at the ID Card lab counter. What's more, our Operations Director offers you our latest good news story – our regional Travel Processing Center (TPC) overview and how it serves to help the customer and your command get the most accurate and fastest reimbursements incident to your TDY travel.

Again, the goal of this newsletter is to provide a medium of communication that integrates our administrative world with the operational one. As long as we are all reading from the same sheet of music, harmony and balance can be achieved. If you have any questions, concerns, comments or criticism about the articles or pieces contained herein, please contact me at (904) 542-3496/DSN 942 or [pappasw@psajax.navy.mil](mailto:pappasw@psajax.navy.mil) And...if I haven't already done so, I look forward to meeting you as I visit my Personnel Support Detachments

Bill Pappas, CDR, USN



## FAREWELL FROM THE EXECUTIVE OFFICER

I have thoroughly enjoyed my tour at Personnel Support Activity, Jacksonville and would like to take this opportunity to thank all Commanding Officers, Executive Officers and Command Master Chief's throughout our area of responsibility for keeping the lines of communication open when it comes to "taking care of our Sailors." Taking care of people is what makes this job so rewarding. While everyone is challenged with manpower and budget cuts, we must continue to support the fleet in everyway possible. In doing so, smart technologies and smart people are a must to forge ahead into the Navy of the 21<sup>st</sup> century. Having been around the Navy for over 26 years, I have watched pay and personnel support migrate from an individual command responsibility to a PASS environment. The PASS Program has proven it works...however, it works with dedicated resources -- just as a squadron would require aircraft, fuel, parts and trained personnel to remain operational. In absence of the technological improvements we've been promised, we need help to maintain the level of service our customers deserve. From our base hosts... we need adequate buildings equipped with connectivity and modern phone lines, as well as climate controlled spaces to conduct Navy-wide examinations with good lighting and sufficient lavatories. From our customer commands supported... we need time to train our people as changes come down from the world of pay and compensation/Navy Personnel Command, as well as some uninterrupted time to complete the thousands of daily transactions required to properly manage our Sailor's personnel records and pay accounts. In summary, we need YOU to understand we truly want to provide quality customer service to OUR Sailors and DOD employees, despite all the challenges we experience on a daily basis in our world of PASS. Perhaps a better team effort by you/your staff and your local PSD staff will facilitate our combined initiatives and mission. As my relief, LCDR Beth Hankins, will assume the duties of Executive Officer at the end of the month, I ask that we embrace a partnership to help our Sailors in every way possible!

Dee Edgington, CDR(Sel), USN

---

## CMC CORNER



Whenever I talk with anyone about PSA, I'm often asked, "What is an ITCM doing at a PSA?" When I negotiated orders to PSA Jacksonville, even I was wondering myself what a PSA did. Within a few weeks of being on the job, I learned that I knew very little about my pay and personnel system, and what I thought I knew came from my years of dealing with my local PSDs as a customer. Needless to say, I wasn't always pleased with them. Since then, I realized that the PSDs are severely undermanned in both military personnel and civilian employees. I've also learned that we (as customers of the PSD) are our own worst enemies. By not filling out our paperwork correctly, often times the manual systems in place allow our PSD clerks to enter it into our accounts incorrectly. The result is an error that invariably has an adverse affect on our pay and allowances. We, as customers must ensure that we have done our job correctly if we expect the system to work.

Another area of concern is the status of the PASS Liaison Representative (PLR) program. As a CMC overseas, I would get a call from the PSD CMC telling me there was a PLR meeting. First off, I didn't even know what a PLR was and secondly, I usually sent whoever was in my admin office at the time. Since then, I cannot over emphasize their importance. Your Command PLR is your link to the PSD. PLRs should be your top notch, command involved individual, not just anyone available. PSD experts provide them extensive training so they best serve you and facilitate transactions within the PSD. They get all the information necessary to do their job. Good PLRs save your Sailors' time. Just think how much easier it is for one Sailor to discuss several issues with their PSD Personnel/Pay technician, rather than 15 or 20 people standing in line and becoming frustrated. Give the PLR program a chance. Support it. Talk to your PLR after each of the meetings. You will be surprised how much easier life can be for both your command and the PSD's.



## PASS

### *"The State of the Union"*



In FY99 CINCLANTFLT Pay/Personnel Administrative Support System (PASS) operated five Personnel Support Activities (PSAs), 53 Personnel Support Activity Detachments (PSDs) and 19 Customer Service Desks (CSDs) in 23 states and eight foreign countries. By the end of FY00, CINCLANTFLT will operate only 4 PSAs, 34 PSDs, and 22 CSDs, while the network continues to serve a customer base of about 219 thousand active duty and reserve personnel, 1.2 million dependents, and liquidates over one million travel claims annually for DOD travelers. Since 1995 PASS has been following a path of consolidation and restructuring to meet budgetary constraints and position itself for delivery of technology enhancements which will permit centralized delivery of pay, personnel and travel services.

From FY96 to FY03 PSA Jacksonville will realize a 48% reduction in officer end-strength, 29% reduction in enlisted end-strength, 28% reduction in civilian end-strength and from FY96 to FY00, a 12% reduction in operating budget. To meet this challenge, PSA Jacksonville has been forced to drawdown from 20 PSDs and 7 CSDs in FY96 to 10 PSDs and 6 CSDs by FY03. During FY99/00 alone, PSA Jacksonville has had to close two PSDs, three CSDs and downsized three PSDs to CSDs, despite a rise in customer base. (Note: This is depicted on the following page.)

Our ultimate objective, enabled by internet, telephone, and fax connectivity, is to provide uninterrupted support with the limited resources available and eliminate the need for customers to personally visit their servicing PSD/CSD. Technological enhancements and migration to uniform multi-service systems which change the PSD/Customer relationship are coming, and are partially responsible for the shift in the means of support. On the horizon, here is a brief overview of the technological enhancements under development:

- **NSIPS/DIHMRS:** The Navy Standard Integrated Personnel System (NSIPS) began operating in the Reserve component February 2000. Full operational capability for the active component is projected to occur in the spring of 2002. NSIPS is the heart of the Navy's plan to centralize pay and personnel support and will replace four legacy pay and personnel legacy systems. NSIPS hardware is currently being deployed to sea and shore commands. Future activity will have personnel record management migrating to the Defense Integrated Military Human Resources System (DIHMRS) now under development.
- **EFSR:** As part of the NSIPS implementation effort, an Electronic Field Service Record (EFSR) is currently under development/testing and is expected to be part of the second phase of NSIPS. A Business Process Reengineering group is ensuring parallel development/testing of both systems. The EFSR is intended to be a significant step forward in the quest to automate the hard copy (paper) field service record. The EFSR system will be populated with approved BUPERS forms so that the service record will be updated through global and process-driven inputs to the database. The design is such that data entry will populate all applicable forms and reminder menus will surface as required depending on the type of personnel action. The EFSR concept is that all records at a local site are on the same database. This allows multiple personnel actions to be accomplished at the same time by different personnel clerks.
- **DTS:** The Defense Travel System (DTS) will begin operating in April 2001 in the Mid-west region of the U.S. and expand throughout CONUS from east to west. Full deployment will occur over the next three years. DTS provides the customer command with a fully automated system needed to effect individual TDY travel arrangements and settle the travel claim from desktop PC(s) with minimal PSD/NAVPTO involvement. In fact, this system will eliminate PASS participation in the TDY travel process. PCS and selected reserve travel is currently being studied for process improvement.

Throughout this evolutionary period, we will continue to work hard to provide the best service possible.

## Workload vs Manpower

	PSDs	CSDs	WORKLOAD *	BA
◆ FY96	20	7	50223	929
◆ FY97	20	7	51729	763
◆ FY98	18	8	55262	902
◆ FY99	16	5	56828	728
◆ <b>FY00</b>	<b>10</b>	<b>7</b>	<b>57254</b>	<b>745</b>
◆ FY01	10	7	57254	688
◆ FY02	10	7	57254	663
◆ FY03	10	6	57254	656

❖ Active Duty/SELRES S/R Count (1<sup>st</sup> qtr FY-00)

**7031**  
Increase in  
Workload

**29%**  
Reduction  
in Manpower

## Today in PSA Jax

### ◆ Requirements (What we need to do the job)

**853**

### ◆ Authorizations (What requirements are paid for)

**745**

### ◆ Actually on board (70% of Billet Authorizations)

**521**

## Bottom Line!

**WE ARE SERVING OUR  
CUSTOMERS WITH**

**61%**

**OF THE PEOPLE NEEDED TO DO  
THE JOB!!**



## NAVPTO...

As most of you know, there are three Navy Passenger Transportation Offices (NAVPTOs) within the Personnel Support Activity, Jacksonville network. Each NAVPTO is headed by a Transportation Officer (TO) and has its own area of responsibility within PERSUPPACT Jax's AOR. These NAVPTOs are located as follows. NAVPTO Charleston is collocated within PERSUPPDET Charleston on board the Weapons Station, Goose Creek, SC; NAVPTO Jacksonville is collocated with PERSUPPACT Jacksonville on board NAS, Jacksonville, FL; and NAVPTO Pensacola is collocated with PERSUPPDET Pensacola, FL on board NAS, Pensacola, FL. In accordance with OPNAVINST 4650.15, each of the Transportation Officers are responsible to the Commanding Officer, PERSUPPACT, Jacksonville for implementing DOD/Navy passenger transportation policy and the overall traffic management program within their assigned geographic area, managing the NAVPTO and the performance of the Commercial Travel Office (CTO) to ensure that efficient, responsive and best value travel services are provided, and for providing technical advice and guidance as required.

The Defense Travel System (DTS) is still being tested before implementing throughout the Department of Defense. The first travel region scheduled for implementation is the Defense Travel Region Six (DTR6), which covers several states in the middle part of the U.S. If you are not familiar with DTS, it is a system that DOD started in 1995 to create a seamless, paperless, **temporary duty** (TDY) travel system that meets the needs of travelers, commanders, and process owners. It must reduce costs, support mission requirements, and provide superior customer

service. The system will allow individuals or command travel coordinators to make airline, rental car and lodging reservations via a desktop computer. It also allows travelers to complete their travel claims and be reimbursed allowable expenses via their computer upon completion of their TAD trip. It is not known at this time exactly when the testing will be completed and the system implemented in DTR6, however we anticipate a first release in that region by the end of 2000. For further information and updates on DTS, please go to the following website –

[www.dtic.mil/travelink/](http://www.dtic.mil/travelink/). This web site also has a map depicting all the Defense Travel Regions.



Centrally Billed Accounts (CBA). This is our Navy system for charging costs for commercial airline travel, both PCS and TAD, to a Bank of America Visa account number. Each area that has a manned Commercial Travel Office (CTO) has a **separate account** for PCS and TAD. PCS and TAD travel must be charged to the correct account number. In addition, orders must contain correct accounting data, including a correct SDN on TAD orders, otherwise DFAS will not pay the bill. The airline bills for each account are sent to the various NAVPTOs each month for reconciling and approving for payment. When reconciling the bill, we can fix bills that have missing accounting data/SDNs by pulling copy of the traveler's orders, however, if the accounting data on the orders is wrong, we have no control over this.

In summary, if you have any problems in your official travel area, please contact your Regional Transportation Officer.

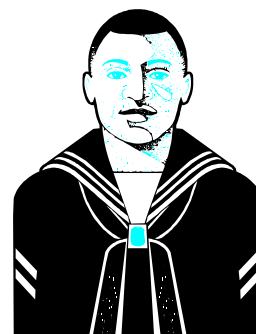
## NEED AN ID?... READ THIS AND SAVE A TRIP

One of the most common requests by any service or family member is to be issued an ID Card. During July 2000 Personnel Support Activity Jacksonville issued over 10,300 cards throughout the southeast, Cuba and Puerto Rico. Unfortunately, many times, when the person to be issued the card arrives at their local PSD, they do not have the proper documentation and are regrettably refused. It is hoped that the following chart, although not all inclusive, will save you a trip and make your experience a better one.

IF THE STATUS IS	THEN ELIGIBILITY IS VERIFIED BY
ACTIVE DUTY	SERVICE RECORD DOCUMENTS
LAWFUL SPOUSE, INCLUDING COMMON LAW, WIDOW, OR WIDOWER	A PHOTO ID, A MARRIAGE CERTIFICATE OR SJA STATEMENT CERTIFYING COMMON-LAW MARRIAGE, A DEATH CERTIFICATE OR DD FORM 1300, REPORT OF CASUALTY. A WIDOW OR WIDOWER OF A RESERVE MEMBER WHO WAS ELIGIBLE TO RECEIVE RETIRED PAY AT AGE 60 MUST PRESENT A MARRIAGE CERTIFICATE, A DEATH CERTIFICATE, AND EITHER THE SPONSOR'S NOTIFICATION OF ELIGIBILITY FOR RETIRED PAY AT AGE 60 (20 YEAR LETTER), OR THE SPONSOR'S RETIRED PAY ORDER.
CHILD, UNMARRIED AND UNDER AGE 21:	
A. LEGITIMATE/STEPCHILD	PARENTS' MARRIAGE CERTIFICATE AND A BIRTH CERTIFICATE.
B. ADOPTED	CHILD'S BIRTH CERTIFICATE AND FINAL ADOPTION DECREE.
C. FEMALE MEMBERS ILLEGITIMATE CHILD	PARENTS' MARRIAGE CERTIFICATE AND A BIRTH CERTIFICATE
E. MALE MEMBERS ILLEGITIMATE CHILD (THE FATHER'S NAME ON THE BIRTH CERTIFICATE DOES NOT ESTABLISH PATERNITY FOR ID CARD ENTITLEMENTS)	CHILD'S BIRTH CERTIFICATE (TO INCLUDE THE MOTHER'S AND CHILD'S FULL NAME)
1) WHOSE PATERNITY HAS BEEN JUDICIALLY DETERMINED	CHILD'S BIRTH CERTIFICATE AND LEGAL DOCUMENTS SHOWING PATERNITY WAS JUDICIALLY DETERMINED
2) WHOSE PATERNITY HAS NOT BEEN JUDICIALLY DETERMINED AND WHO DOES NOT LIVE IN THE SPONSOR'S HOUSEHOLD	CHILD'S BIRTH CERTIFICATE AND FAVORABLE DEPENDENCY DETERMINATION
3) WHO LIVES IN THE SPONSOR'S HOUSEHOLD AND DEPENDS ON THE SPONSOR FOR MORE THAN 50 PERCENT SUPPORT	CHILD'S BIRTH CERTIFICATE AND STATEMENT OF DEPENDENCY AND RESIDENCY IN ITEM 89 OF DD FORM 1172 (ID CARD APPLICATION)

### CAREER COUNSELOR TIDBIT...

A program is currently being tested at PSDs Jacksonville, Mayport and Kings Bay which directs all separating personnel to talk with a Naval Reserve Recruiter prior to receiving their DD214 and gives them an avenue to **STAY NAVY** if they have decided to release from active duty. The initiative is directed to retain our assets by continuing to build a strong Naval Reserve. Career Counselors are a vital element towards the success of this program. CCC can call Naval Reserve Recruiting at (904) 542-2836. NAVADMIN 065/00 has more information.



# STAY NAVY!



## TRAVEL PROCESSING CENTER

ON 1 September 1999, Personnel Support Activity Jacksonville introduced a new business concept for processing travel claims under the title of the Travel Processing Center (TPC). This project included a redesign of old business practices, and centralized travel claim processing from selected geographic areas. Partnering with local PSDs and CSDs, Hubs selected for this unique service were TPC Jacksonville and TPC Pensacola. These Hubs serve their local area as well as Key West, Kings Bay Orlando and Tampa, Milton, Meridian, Panama City, Corry Station.

Through process reengineering, PSA Jacksonville has decreased the turn-around time for claim processing to assure travel payments are deposited via Electronic Fund Transfer (EFT) into the customer's personal checking/savings account within five days after receipt of the claim at the TPC.

Future plans include migration of travel processing from PSD Mayport in January 2001. A feasibility study is currently underway to stand up a TPC Hub in Charleston later in 2001. It is anticipated that the processing of approximately 25,000 travel claims monthly will prove to be "user friendly" to our travel customers and their budget officers by effective and efficient process through streamlining the process,

minimizing paperwork required from the customer and use of the best available technology.

A TPC is staffed with knowledgeable and reliable voucher examiners and auditors. Through their skills, travel claims are processed more efficiently and accurately applying the travel entitlements using the highest degree of speed and accuracy. Each TPC has immediate access to the Information System Department (ISD) of PSA Jacksonville to facilitate support, upgrades, and troubleshooting thus reducing system "down time" which allows for continued system



operations during the work cycle. Customer inquiries via e-mail are replied to on a person-to-person basis usually within a 24-hour turn around time.

At the same time that PSA Jacksonville launched the TPCs, they also deployed a new website designed to track the receipt of all Military and

civilian travel claims. Dubbed the Travel Tracker, it provides customers and commands with a practical and easy to use tool for tracking the receipt of travel claims. After accessing the Travel Tracker ([www.psajax.navy.mil](http://www.psajax.navy.mil)), information as to date of claim receipt and projected date of payment can be extracted.

As further assistance to our customers, the TPC has been structured to make available upon command/activity request, expert personnel to provide training on matters relating to travel or the processing of travel claims. Should you desire to obtain this service, please contact Senior Chief Alecca (904)542-2543. [aleccar@psajax.navy.mil](mailto:aleccar@psajax.navy.mil)

